



STATE OF WEST VIRGINIA  
OFFICE OF THE ATTORNEY GENERAL  
DARRELL V. MCGRAW, JR.  
CONSUMER PROTECTION DIVISION  
1-800-368-8808 or 304-558-8986

# Press Release

December 9, 2003

**ATTORNEY GENERAL DARRELL MCGRAW, THE  
UNITED STATES CONSUMER PRODUCT SAFETY COMMISSION  
AND THE WEST VIRGINIA FIRE MARSHAL URGE CONSUMERS  
TO KEEP SAFETY IN MIND THIS HOLIDAY SEASON**

Attorney General Darrell McGraw has joined forces with the United States Consumer Product Safety Commission and the West Virginia Fire Marshal in a national effort to promote holiday safety.

Last year, 13 toy-related deaths and 202,400 toy-related injuries were reported to the United States Consumer Product Safety Commission. Thousands of consumers were treated for injuries related to holiday decorating and many lost their homes to fire caused by faulty electrical decorations, candles and space heaters.

The holiday season brings with it some risks and hazards that are unique to the celebration, @ said Attorney General McGraw. During this busy time, we are urging consumers to keep safety in mind when choosing toys for young children and decorations that could, if not properly checked, lead to fire and injury. @

## **DECORATION SAFETY**

1. Consumers should use holiday decorations that are fire resistant and placed in areas that do not block heat sources and doorways.
2. Consumers should be aware that electrical decorations and appliances such as extension cords must carry the label of a recognized testing laboratory.
3. Never leave candles, fireplaces or space heaters unattended.

## **TOY SAFETY**

1. When choosing toys, consumers should read package labels which identify age-appropriateness for children.
2. Make sure the toys you have purchased are not the subject of recalls. Consumers can monitor recalled toys at [www.RECALLS.GOV](http://www.RECALLS.GOV) or by calling the West Virginia Attorney Generals office toll-free, 1-800-368-8808.
3. Report defective toys immediately to the West Virginia Attorney General=s office or the United States Consumer Product Safety Commission, 1-800-638-2772.

## **GIFT RETURN AND EXCHANGE POLICIES**

1. Before you buy gifts that might need to be returned, check each store's return policy. Most large retailers have generous return policies that allow goods to be returned for any reason. Some stores have policies with time limits and may require a receipt.
2. Save your receipts. Even stores with liberal refund policies can issue store credits to customers who do not have their receipts. If a product is marked down, without your receipt, you may only receive credit for the sales price even though you paid full price.
3. Defective products are the only products for which stores are required to issue consumer refunds. If a product you purchase is defective and you are denied a refund, you may file a consumer complaint with the West Virginia Attorney General's Consumer Protection Division. Call toll-free 1-800-368-8808

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